Citrix Receiver

Configuration and User Guide

For Windows Users

rev: 26.03.2015

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Introduction

Citrix Receiver allows you to connect to SAP WTS (Windows Terminal Services) and VDI virtual desktops provided by the E2E Desktop Virtualization Team.

The virtual desktops are web-based Windows virtual PCs equipped with Microsoft Office, Outlook email and other standard SAP applications. You can access your virtual desktop via our new WTS/VDI Access Portal (https://access.sap.com) using an internet browser on a Windows, Macintosh or mobile device that has the Citrix Receiver installed

With the new Access Portal, you can now use one single URL (https://access.sap.com) to access your virtual desktop regardless of whether you are within SAP network or from outside Internet.

This document will guide you to configure Citrix Receiver on your device to access our new Access Portal.

Installation

If the Receiver is older than version 4.1 or not yet installed on your local machine, please download and install the latest version from the download page:

https://access.sap.com --> Downloads (Download Center of WTS/VDI Access Portal)

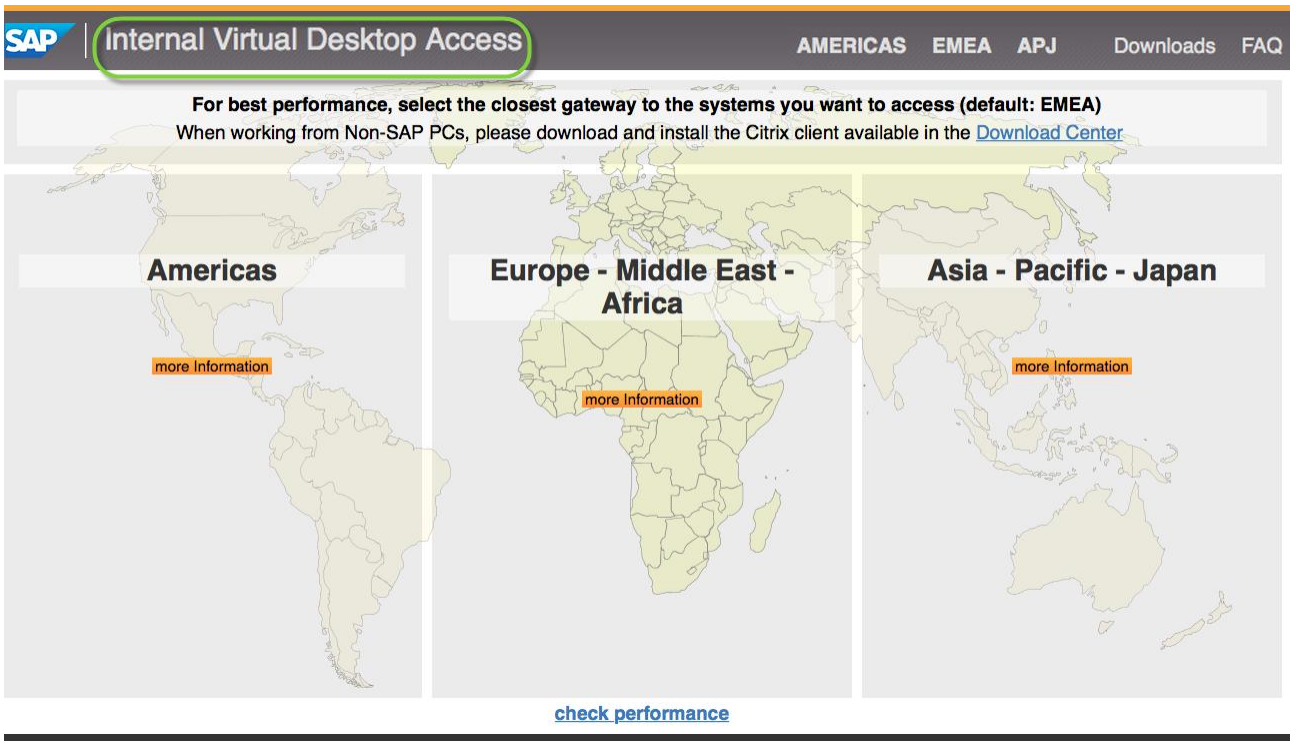
http://receiver.citrix.com (External - Citrix download site)

Accessing our portal

To connect to our resources, just go to https://access.sap.com.

It will detect whether you are from inside SAP network or from outside, and will direct you to Internal or External Access Portal respectively.

Accessing from SAP Internal Network



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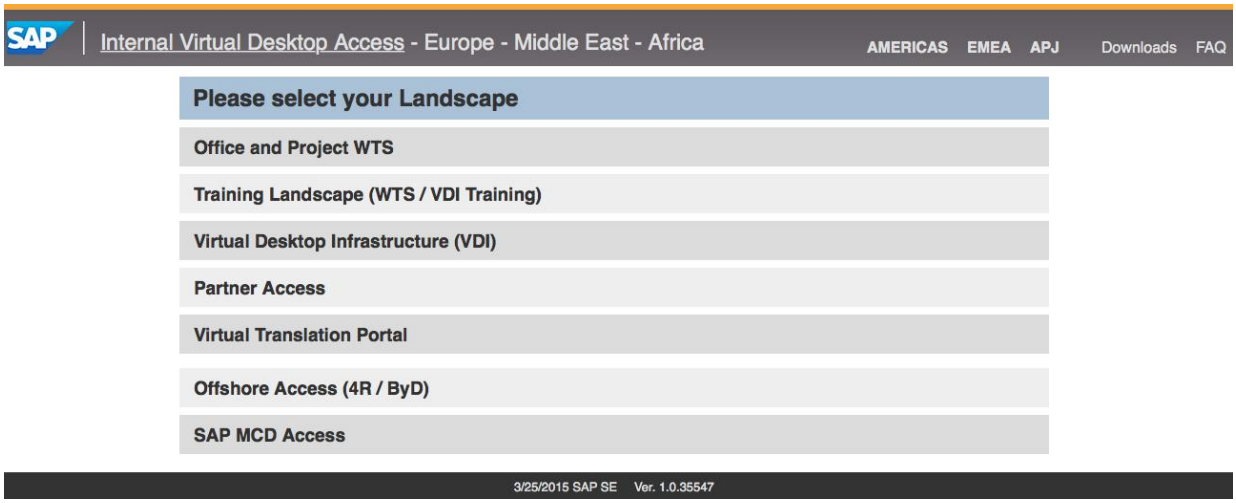
If it detects you are from SAP internal network, this shows the main entry page of the Internal Portal site.

1. From here, select the region you want to connect to.

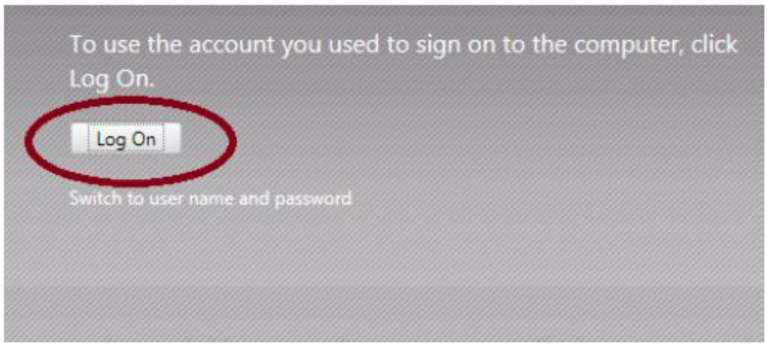
   In this example we have chosen **EMEA**:



2. On the regional landscape menu page, select the landscape of service you want to access

   In this example, we selected **Office and Project WTS**

3. The first time you log on to Internal portal site, the following prompt may appear asking you to use the account you used to sign on to your SAP computer. Just click **Log On** to proceed.



4. You will see the Citrix Web Receiver Home Screen with the applications you have already subscribed to. If you have not subscribed to any applications, you will see at least the SAP Desktop which is pre-configured for all Office sites globally. Just click the icon to start the application.

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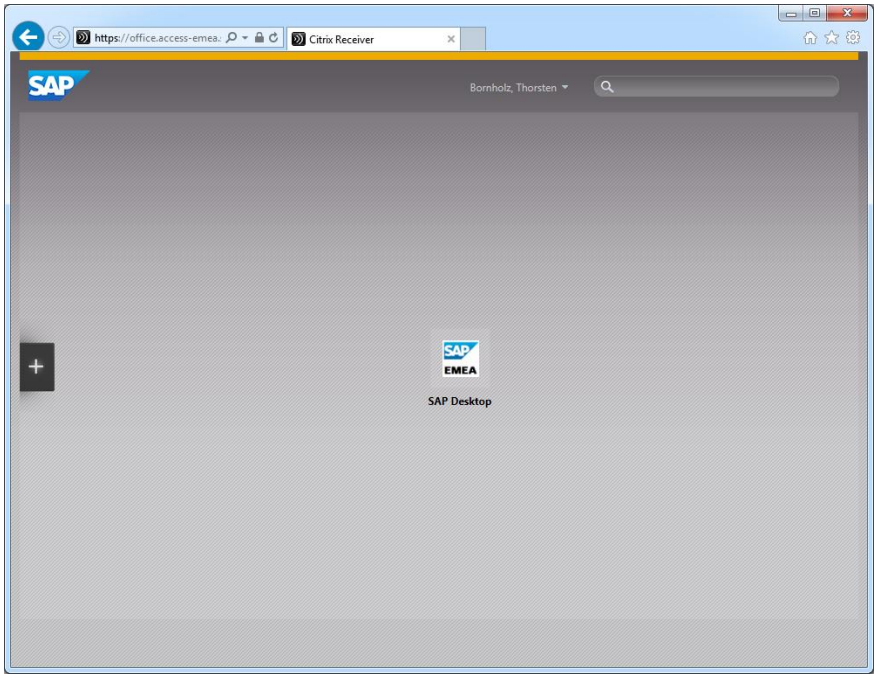
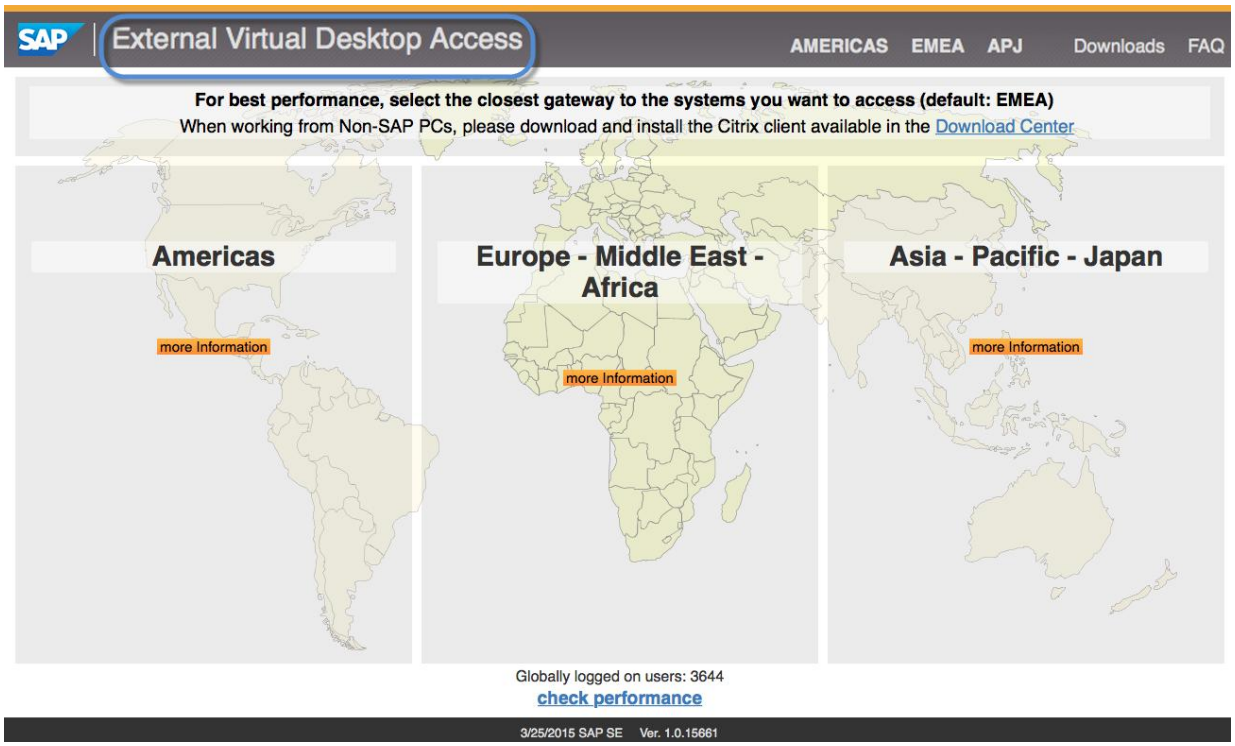


Accessing from outside SAP network

If you are accessing from outside SAP network, the External Portal site will be launched to your browser.


External Virtual Desktop Access
AMERICAS
EMEA
APJ
Downloads
FAQ
For best performance, select the closest gateway to the systems you want to access (default: EMEA)
When working from Non-SAP PCs, please download and install the Citrix client available in the Download Center
Americas
more Information
Europe - Middle East - Africa
more Information
Asia - Pacific - Japan
more Information
Globally logged on users: 3644
check performance
3/25/2015 SAP SE Ver. 1.0.15661

1. From here, select the region you want to connect to.

   In this example we have chosen **EMEA**:

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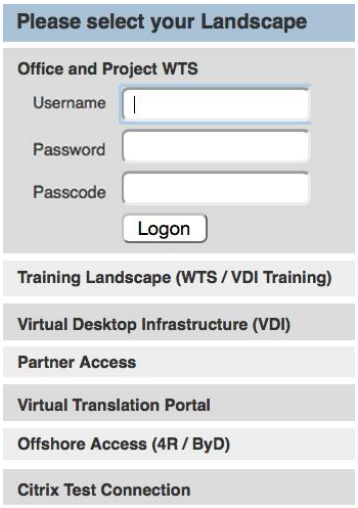
2. On the regional landscape menu page, select the landscape of service you want to access

   In this example, we selected **Office and Project WTS.** It will expand into the logon prompt right under your choice of landscape, like below screen.



3. Enter your UserID in the **User name** field. There is no additional Domain information needed, regardless of which domain your user account belongs to.
4. Enter your Domain **Password** and a **Passcode** generated with your SecurID card.
5. You will see the Citrix Web Receiver Home Screen with the applications you have already subscribed to. If you have not subscribed to any applications, you will see at least the SAP Desktop which is pre-configured for all Office sites globally. Just click the application icon to start it.

In Case You Can't Find Any Applications

If you do not see any applications after logging on to the Citrix Web Receiver Home screen, you can add them by clicking the **+** button on the left side of the home screen of the Web Receiver.

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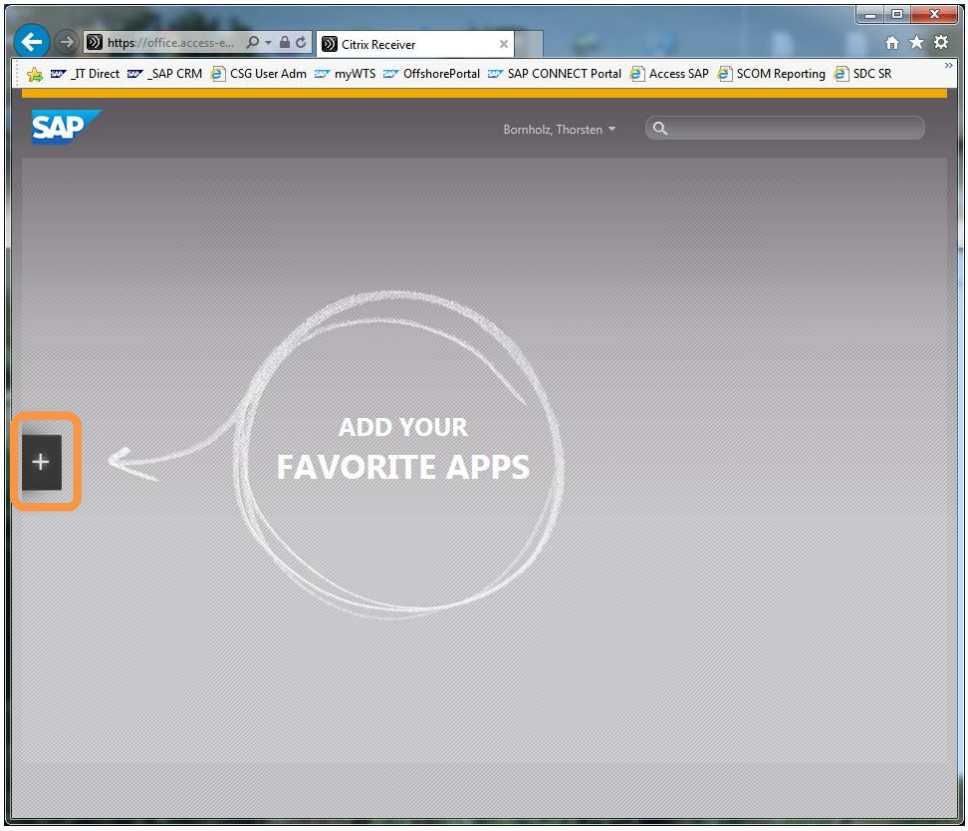

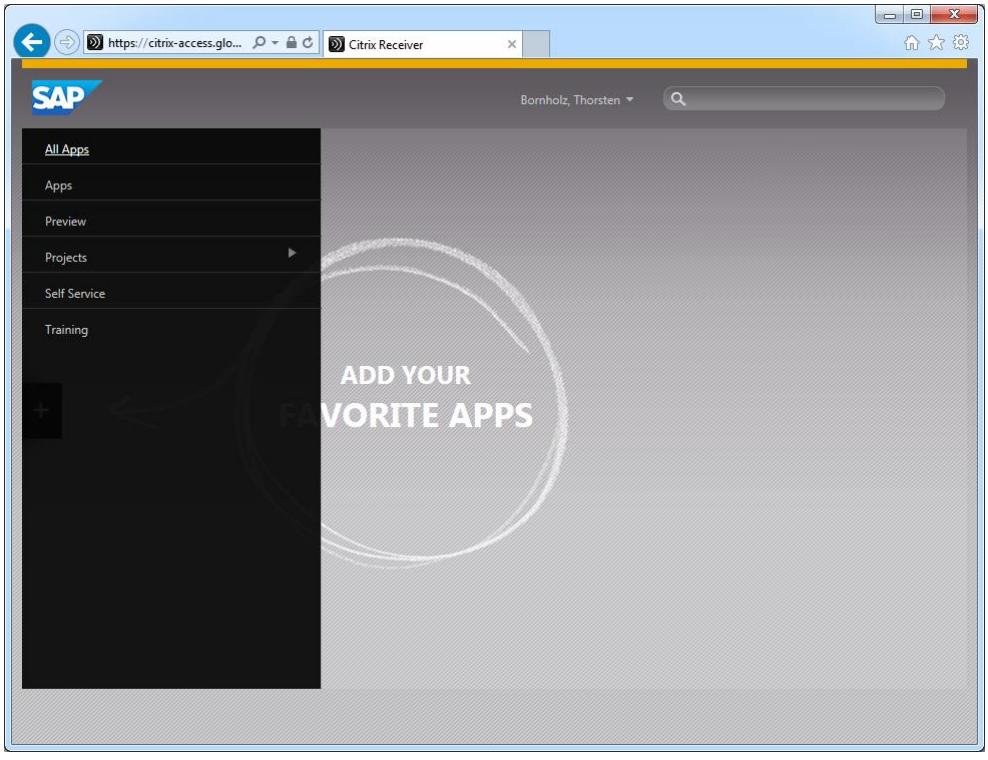

You will see then a folder structure that includes the different resources we provide.

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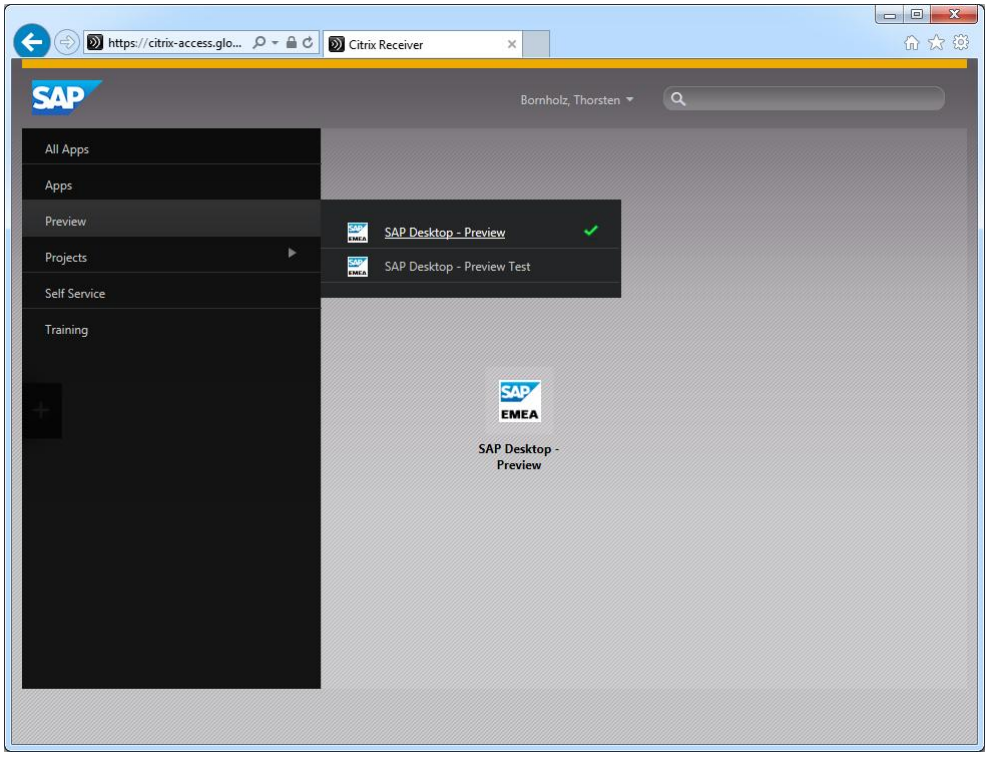
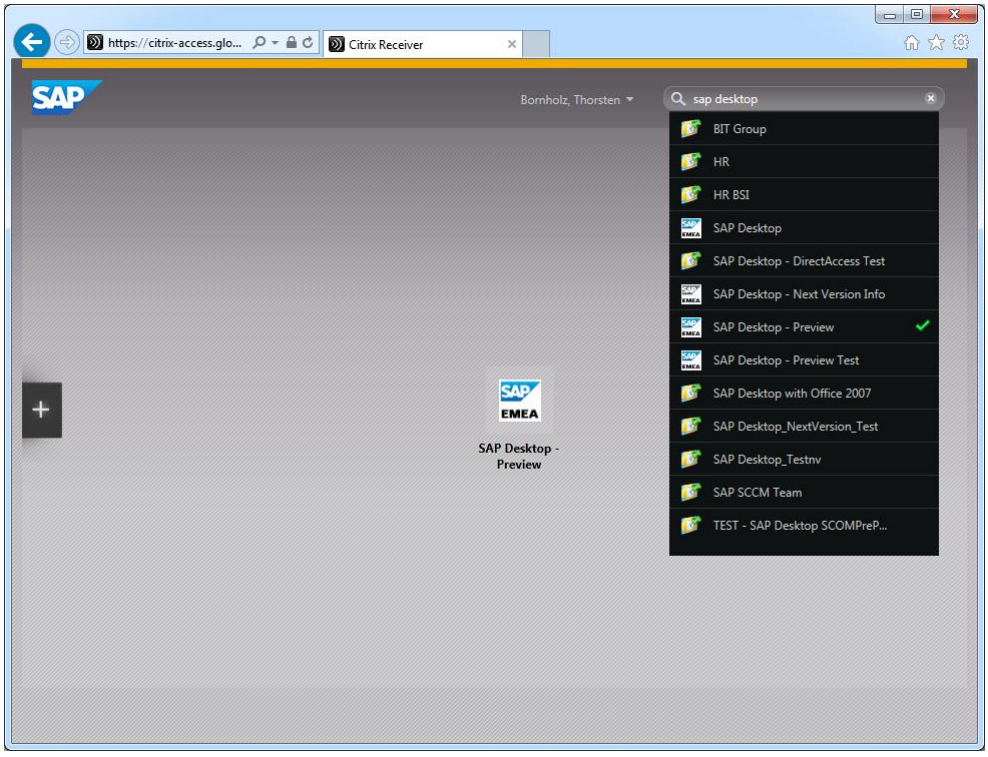


In this example, we clicked on the folder Preview which shows the SAP Desktop – Preview, which you can add to your home screen by just clicking on it (indicated by a green checkmark).



You can also search for published resources in the Search field. Note that from here you can start it but not add it to your home screen. This is only possible via the above explained method.

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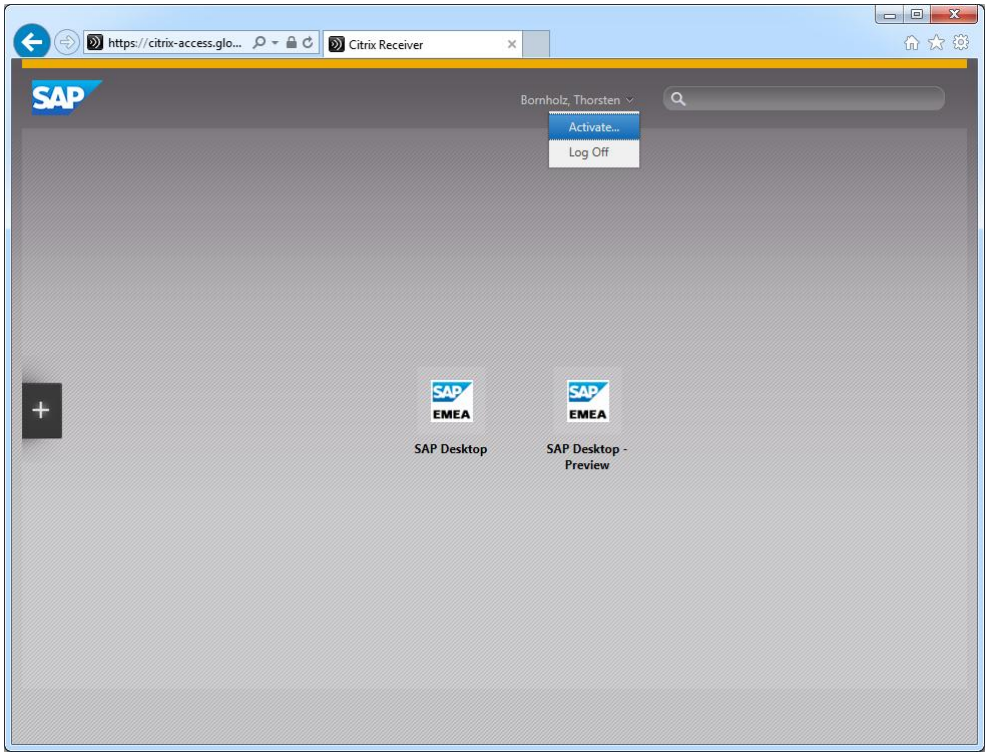
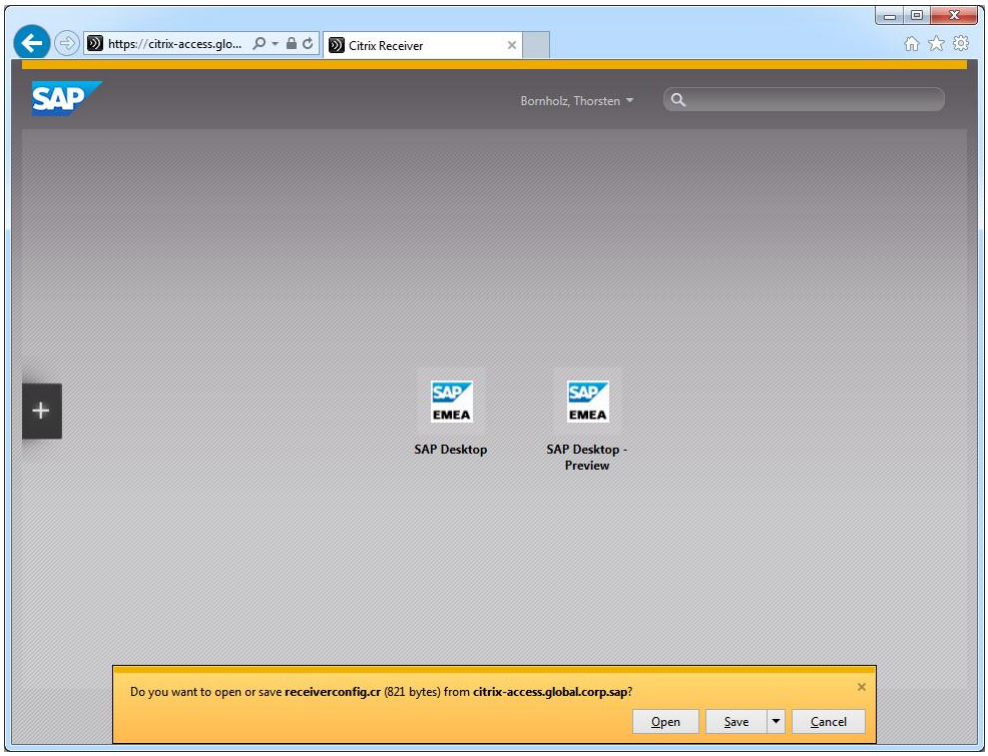
Using the local installed Citrix Receiver

You can add the Store used above to your local Citrix Receiver for easier access. To do so:

1. Click on your Username in the Web Receiver and select **Activate**…





2. Click **Open** to open the file **receiverconfig.cr**. The file will be opened by your locally installed Citrix Receiver.

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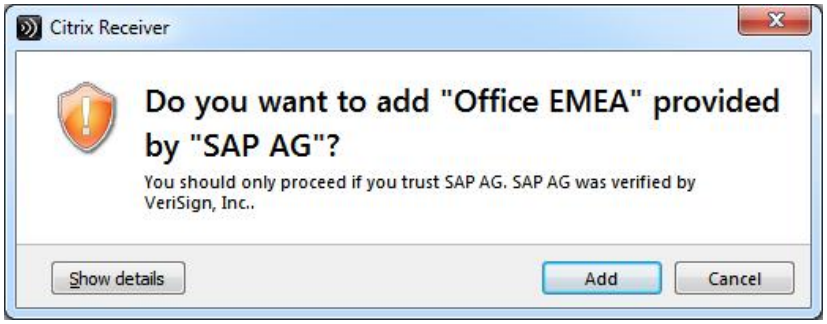
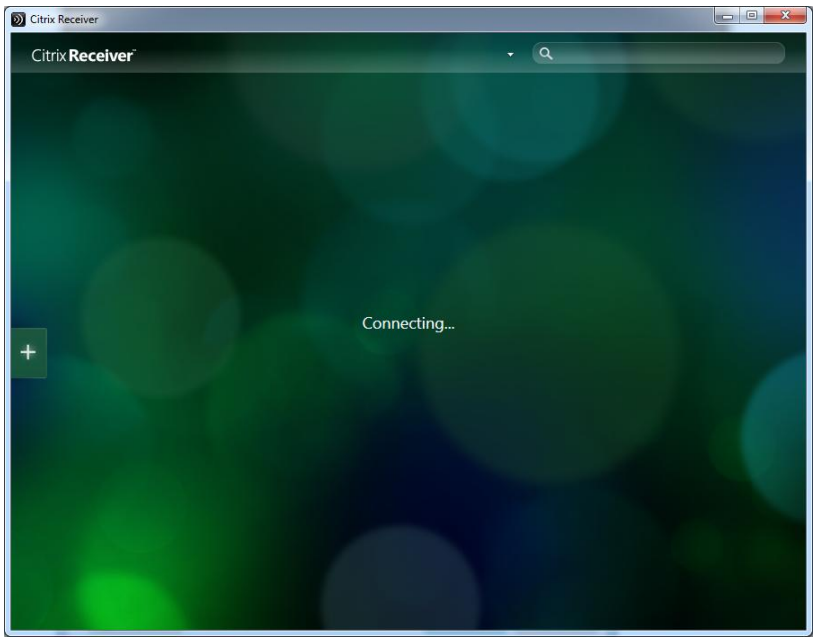
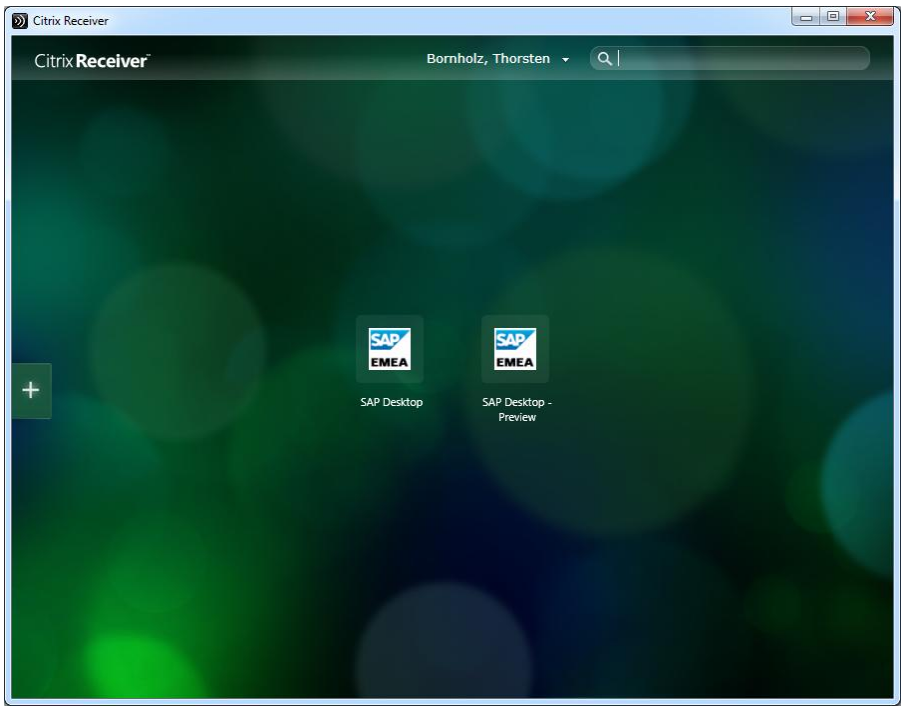

Citrix Receiver
Do you want to add "Office EMEA" provided by "SAP AG"?
You should only proceed if you trust SAP AG. SAP AG was verified by VeriSign, Inc..
Show details
Add
Cancel

3. Click **Add**.



The local Citrix Receiver will open and connect to the Store you have added.



Now you will see the same published resources you have already added to your home screen on the Web Receiver.

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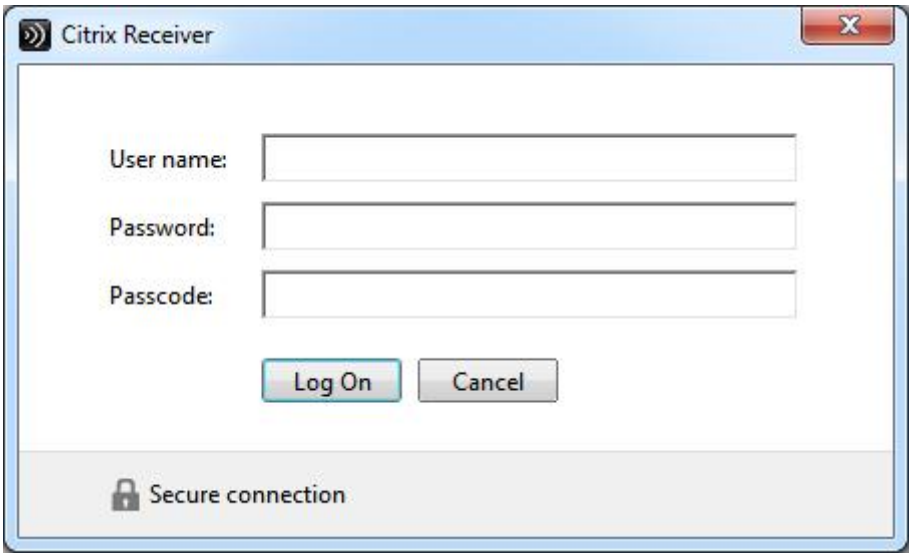
Usability Features of the Citrix Receiver

Below you will find some useful information about using the local Citrix Receiver.

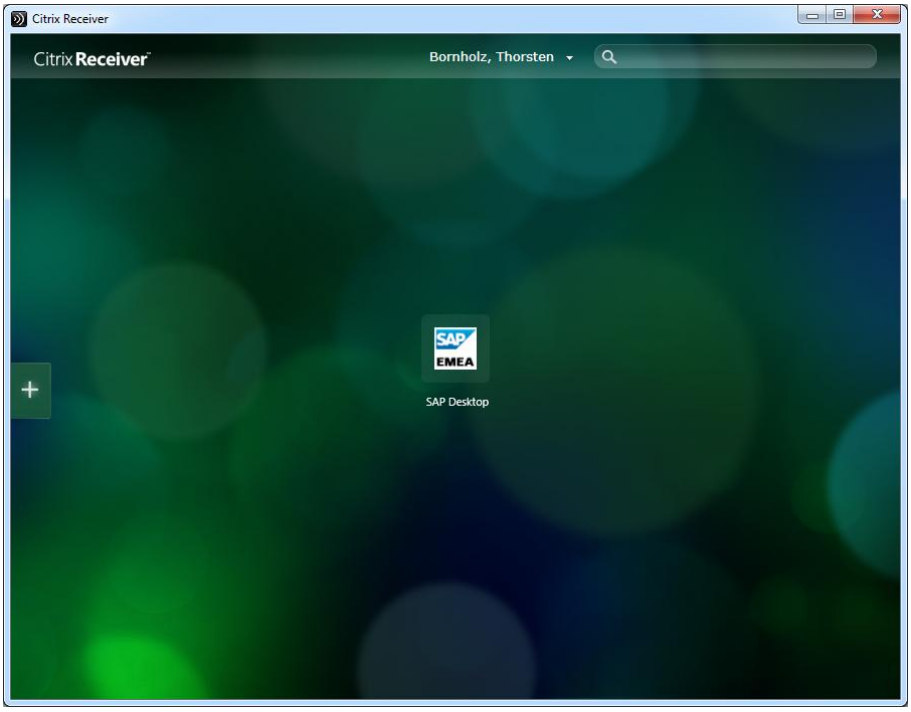
A very useful feature is that you don't have to remember any URL to access the resources and you don't need to launch any Internet browser in order to access the resources.

When your Laptop is connected to the corporate network, the Receiver will log you on automatically.

When you are working from outside SAP you will be prompted with a logon dialog to enter your credentials including a SecurID Passcode.



1. In the **User name** field enter your UserID. There is no additional Domain information needed, regardless which domain your user belongs to.
2. Enter your Domain **Password** and your **Passcode** you have generated with your SecurID card.



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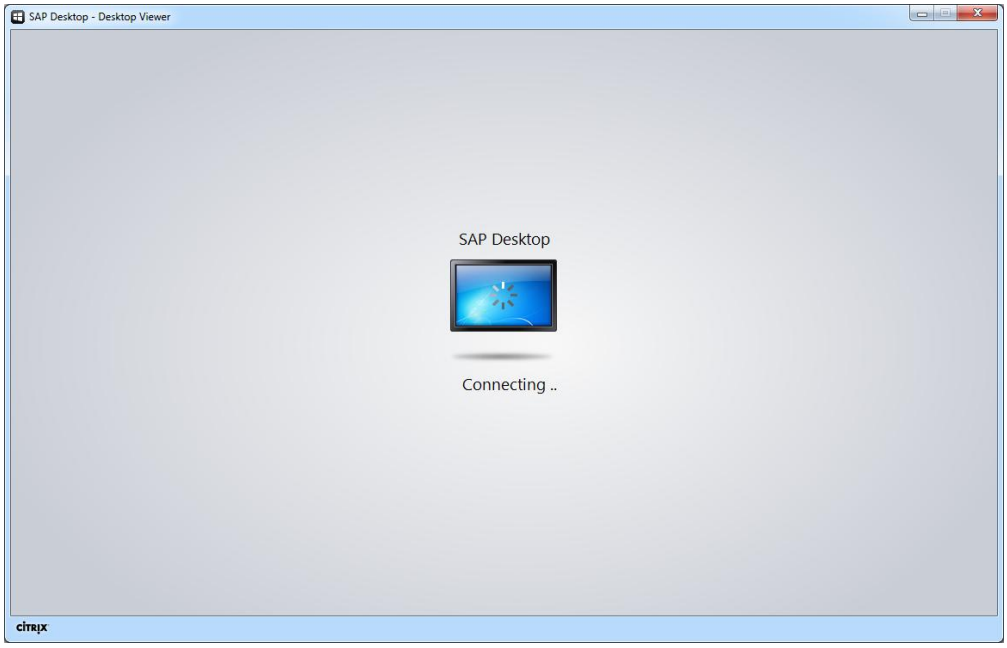
3. Click the SAP Desktop icon to start a session. (A spinning circle appears while the session loads.

The session window appears and you see the logon process.



You may be prompted with the following pop-up.

Citrix Receiver - Security Warning
An online application is attempting to access information on a device attached to your computer.
Block access
Do not permit the application to use these devices.
Permit use
Permit the application to use these devices.
Do not ask me again for this site.

If this occurs, you can choose to block or permit the session access to your local resources. You can change this later as well via the Citrix Toolbar.

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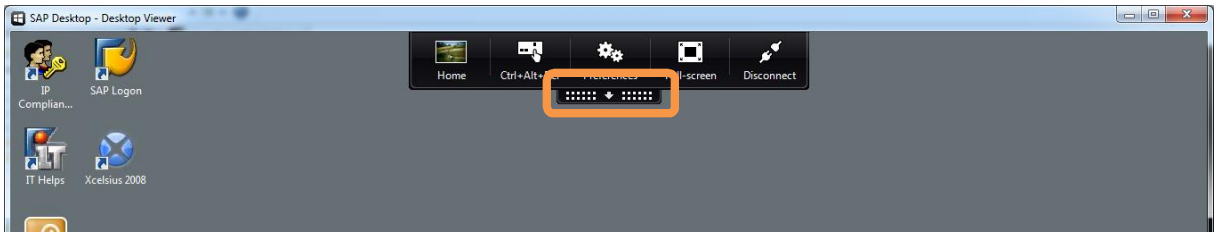
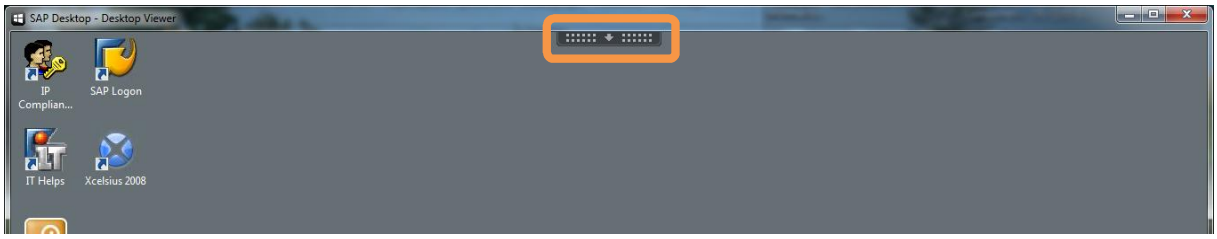
Citrix Toolbar

At the top of the session window you will see a toolbar. You can show/hide this toolbar by clicking on the small bar with the arrow:

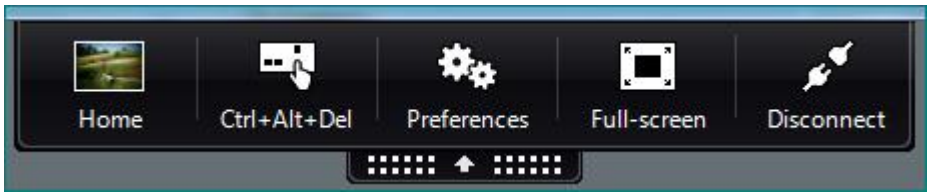
Hide Toolbar:

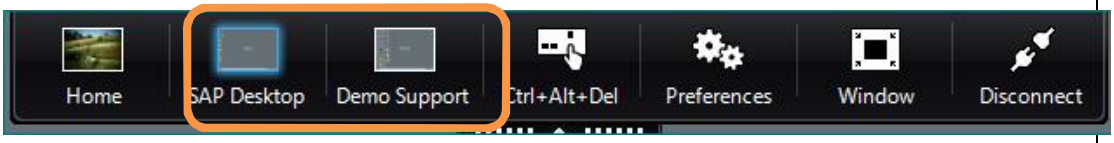


Show Toolbar:



Toolbar Settings



Home	Returns to the Citrix Receiver home screen.
Ctrl+Alt+Del	Sends this key combination to the session.
Preferences	See next chapter for details on the Preferences.
Full-screen	Switches the session window to full screen mode. In full screen mode your local key combinations will be sent to the session (except Ctrl+Alt+Del). In addition, if you have multiple sessions open you will see them in the Toolbar as shown in the example below. 
Window	Switches the full screen session to Window mode. In Window mode you can resize the session window to any size you want.
Disconnect	The session will be disconnected (which will be held for 10 minutes, then it will be logged off!)

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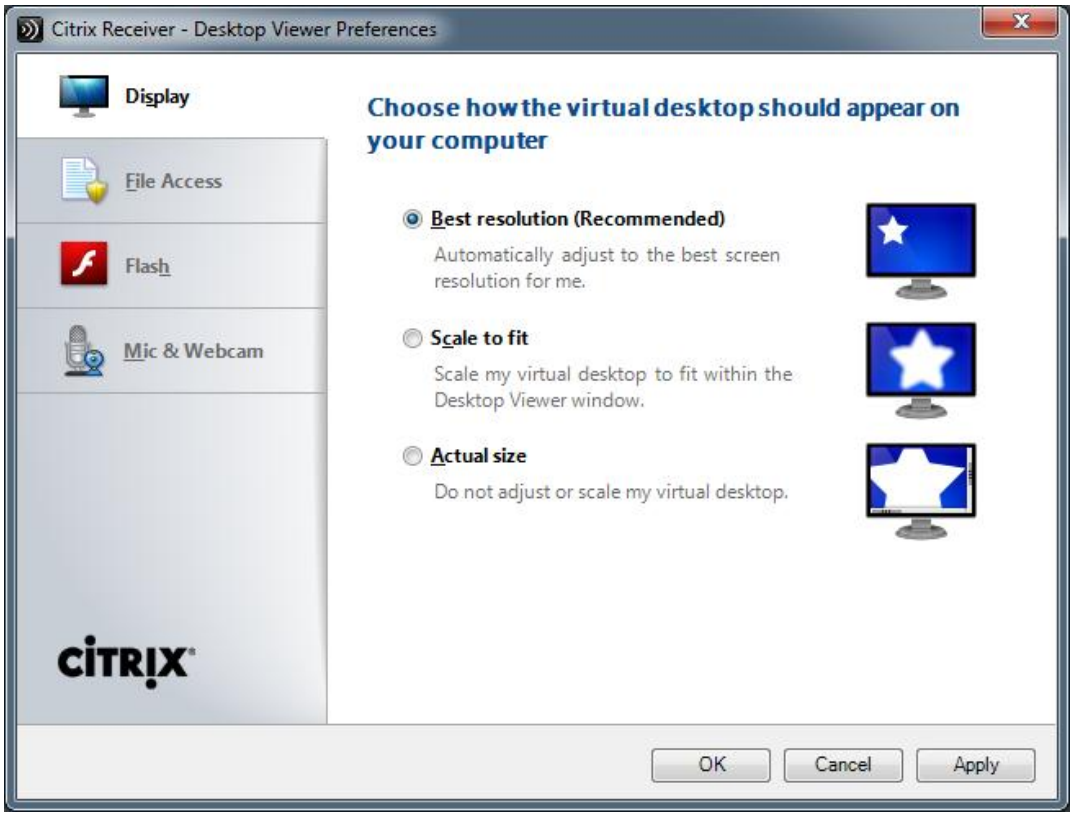
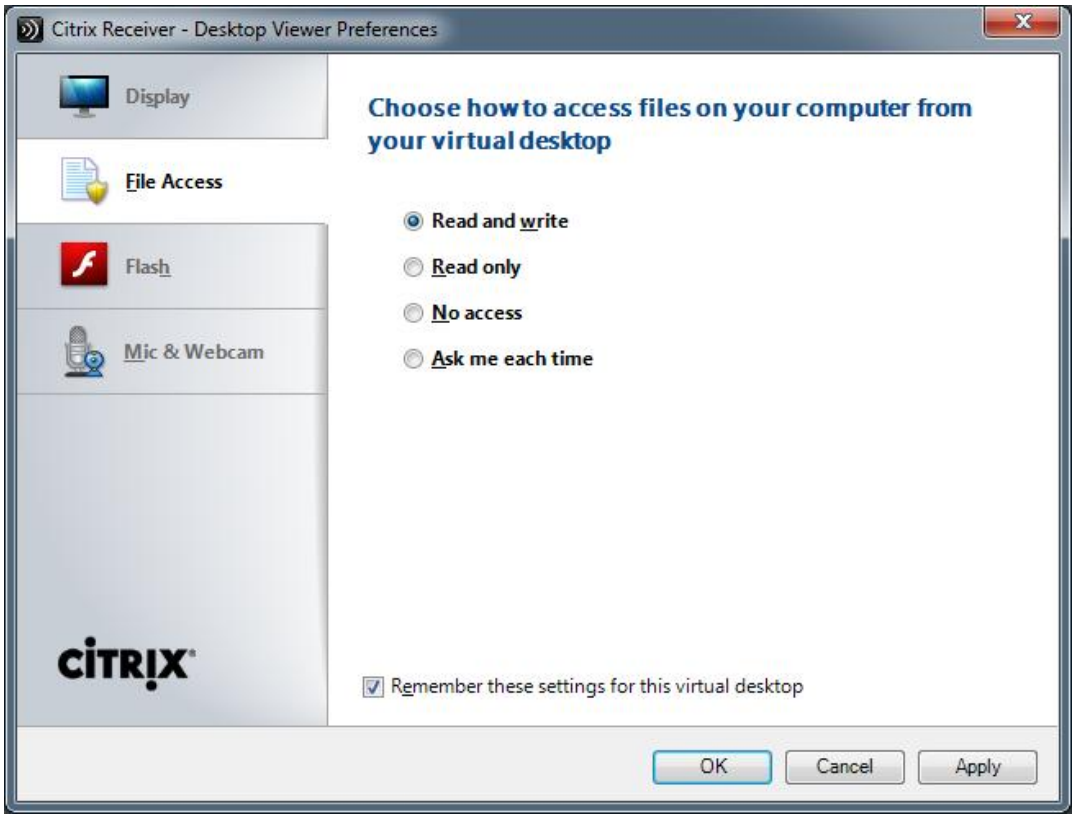
Preferences

If you select the **Preferences** menu, you can do multiple settings to fit your needs.

The screenshots below show the recommended settings, but you are free to set different ones.





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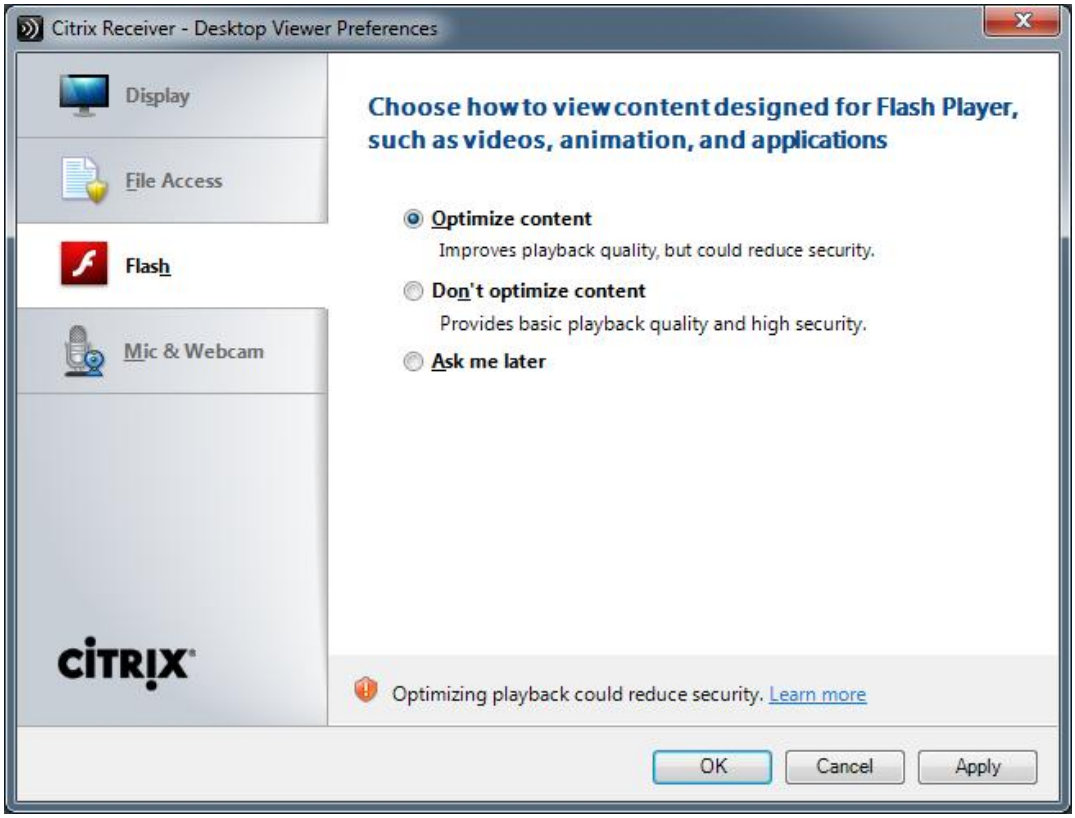
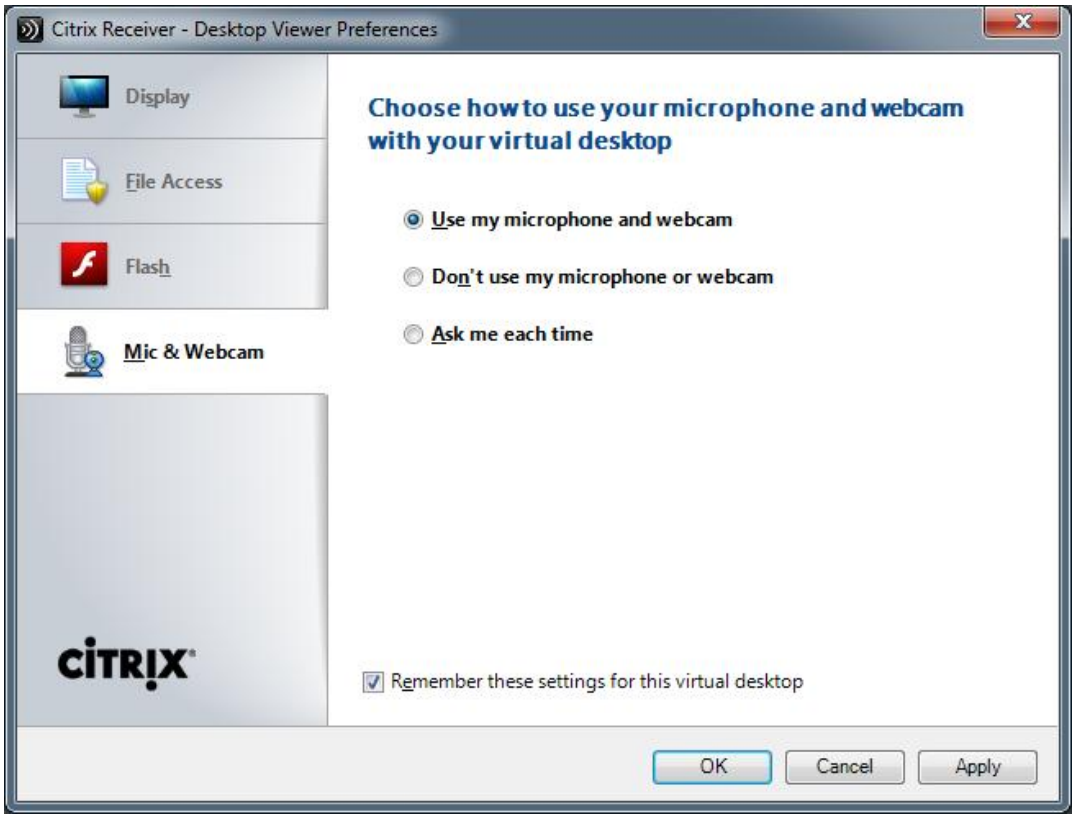

Citrix Receiver - Desktop Viewer Preferences
Display
File Access
Flash
Mic & Webcam
Choose how to view content designed for Flash Player, such as videos, animation, and applications
Optimize content
Improves playback quality, but could reduce security.
Don't optimize content
Provides basic playback quality and high security.
Ask me later
Optimizing playback could reduce security. Learn more
OK
Cancel
Apply



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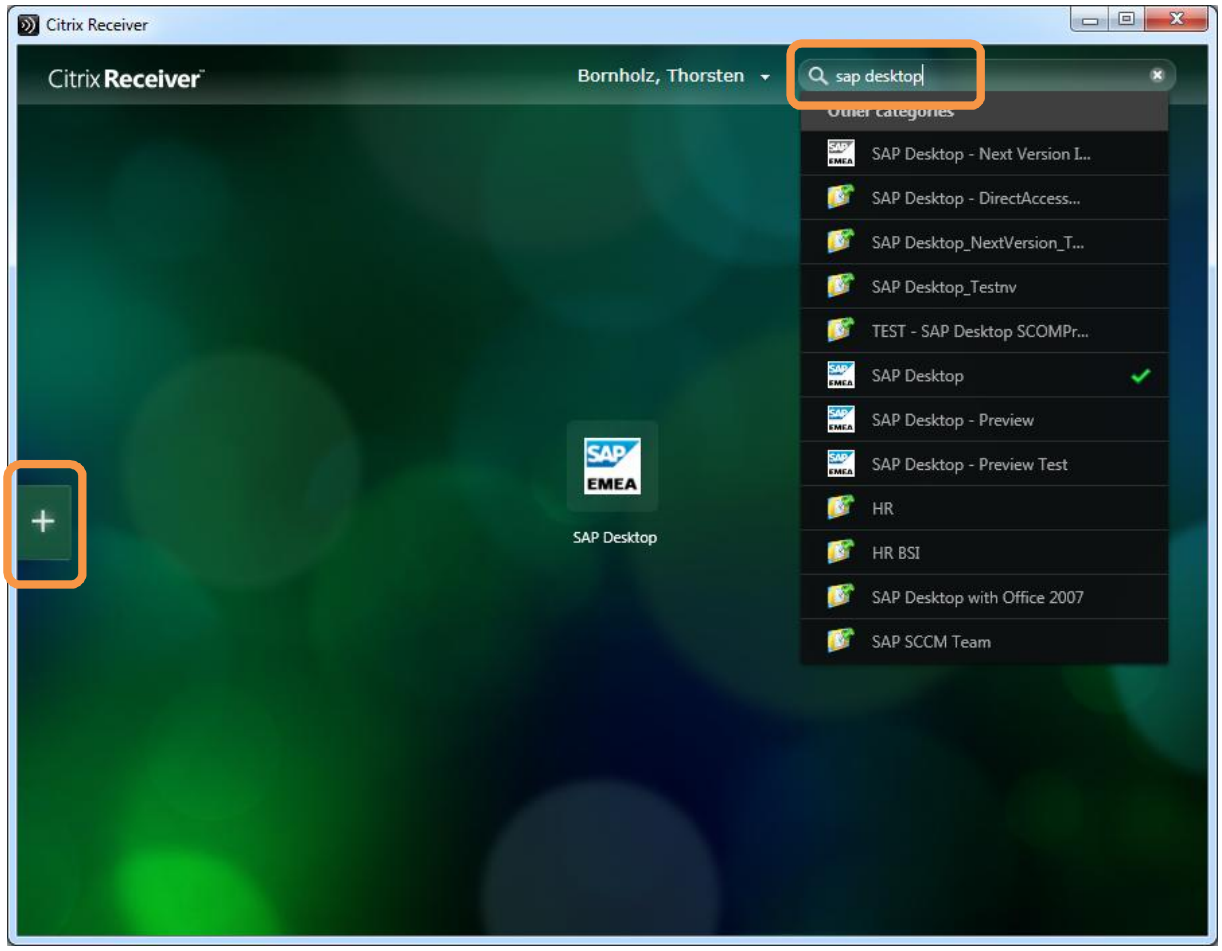
Add additional resources

You can search for a specific resource by typing keywords in the Search field at the top of the screen.



In this example it shows all available resources where the term “sap desktop” is either in the name or the description.

From the local Receiver you can also add the resource to your home screen.

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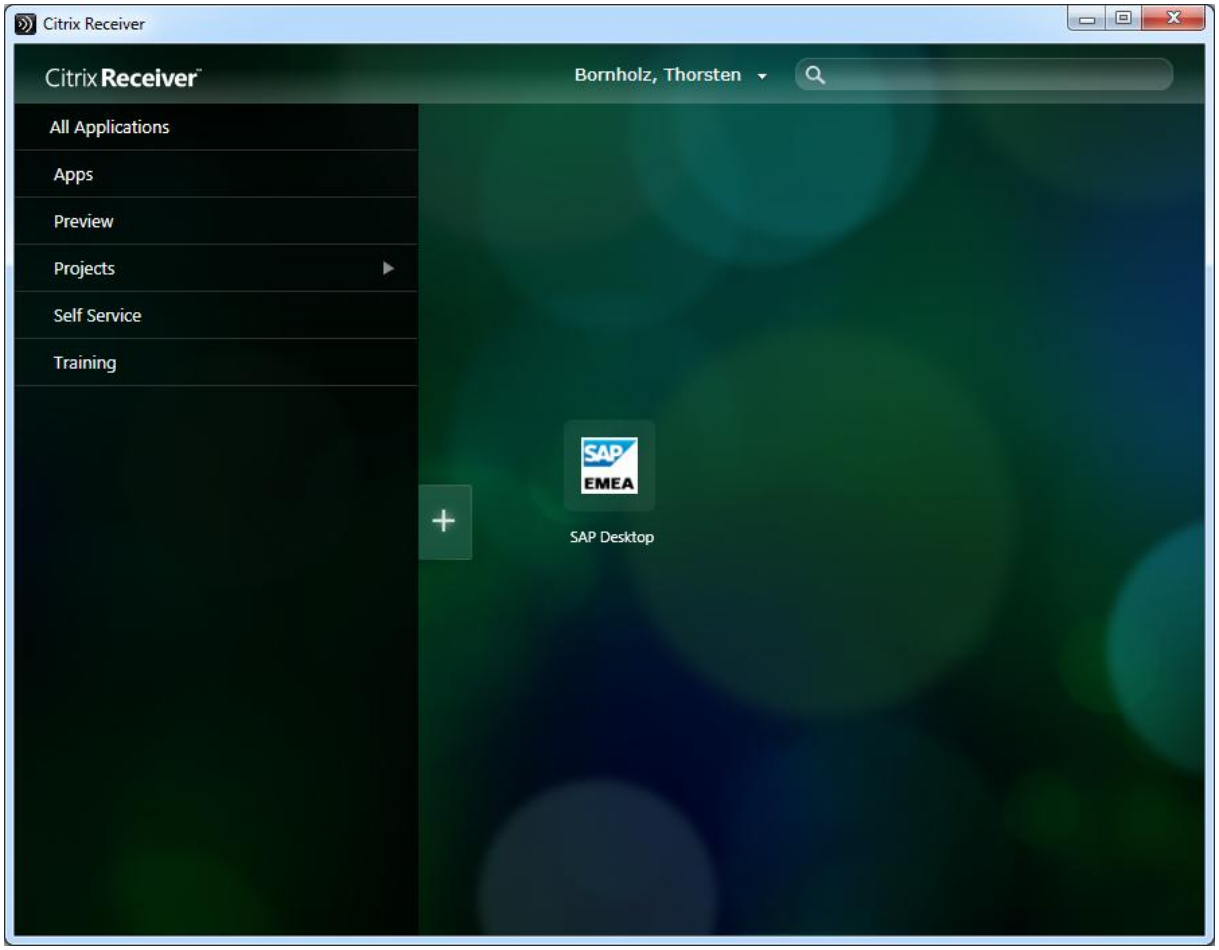

From here you can browse the folders and look for the resource you want to add.

A small arrow indicates that there are subfolders in this group. If you click on the arrow the subfolders will be shown, as well as all resources available to you in the Projects main folder.

In the example below we have chosen the folder “Development” from the subfolder menu to show the resources in this folder.

If you now click on one of these resources it will be added to your home screen in Receiver, as indicated by a green checkmark.

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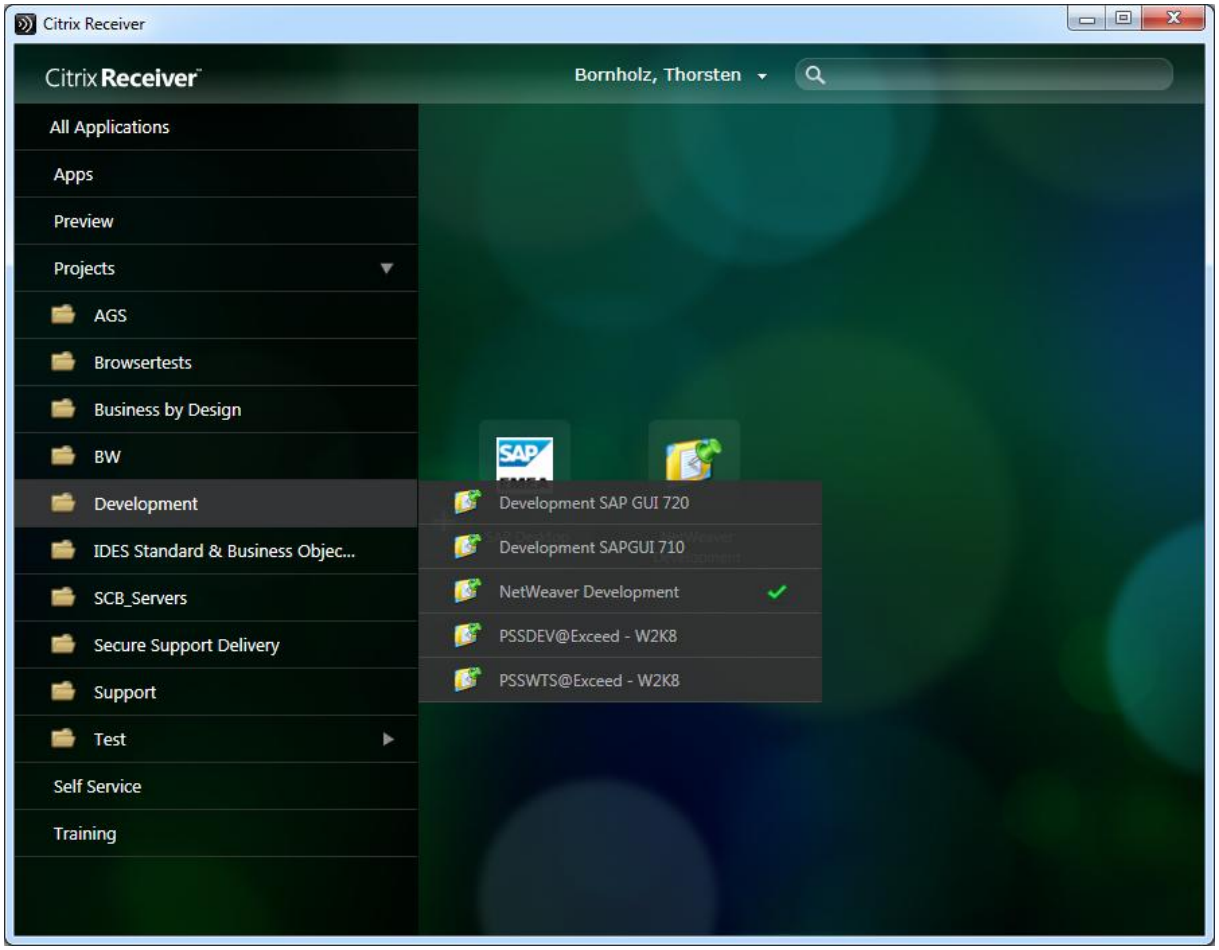
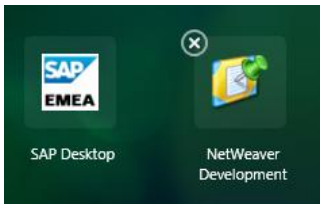


To remove a resource, right-click on it and select “remove”. Alternatively, move your mouse to the left top corner of the icon which will then show an **X**. Click the X to remove the resource.



You can also change the order of the apps on your home screen in Receiver by simply dragging the icon to another location and then dropping it. This is very useful to get a better overview if you have multiple resources subscribed.

Easy Access

To make connecting to WTS easier, you are not required to start the Citrix Receiver to connect to your SAP Desktop or other resources you have subscribed.

Once you have installed and configured the Citrix Receiver, you can simply start the application from the Start Menu. Selecting any application from there will first launch Citrix Receiver for you.

Just click on the link in the Start Menu and the session will be started.

The first session will take some time, because the receiver will be started in the background and check the store to verify if any new apps have been added. Therefore, we recommend patience during the first launch.

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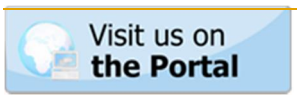

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